

Non-Profit Biologic

Driving Major Change through Involvement

Challenge

A large non-profit responsible for providing blood products to meet 40% of the US demand, was under increased regulatory pressure to address issues around the skills and competencies of their staff. The current training system relied on paper documentation that varied widely across the 30 blood centers and 9 laboratories, which together involved 20,000 employees.

Approach

Representatives from key stakeholder groups including field operations and IT met to design the new training system and configure a learning management system. Once completed and approved, a project team managed the implementation with oversight from a standing committee of senior leaders. The implementation of the system for each facility involved the following steps:

- Participating in a kick off meeting to provide an overview of the different milestones required for implementation and a detailed project plan they would customize to meet their needs.
- Creating a facility implementation team with stakeholder representation to manage the local implementation.
- Training for all facility education leaders on how to use and manage the new system.
- Collecting data to measure the impact of the change.

Outcomes

As implemented, the new system created:

- One standardized training system across the company
- A web-based learning management system that enabled the identification of errors and gaps in people's training
- Transfer of responsibility to the employee and their supervisor for training, and
- Reduction of documentation errors in training by 70% over the baseline established before the new system.